

# Accidental 9-1-1 calls are tying up phone lines needed for urgent care or help!



## THE PROBLEM

Cell phones can call 9-1-1 without the owner knowing that a 9-1-1 call has been made.

- **Accidental 9-1-1 calls** occur when the phone is placed in a pocket, belt clip or purse, and the "9" or a pre-programmed emergency button is bumped.
- Even cell phones **without a dial tone or active service** can still call 9-1-1. Before an old cell phone is given to children to play with as a toy, remove the phone battery.

IS YOUR  
CELL PHONE  
CAUSING A

# 9-1-1 Crisis?

For more information, contact  
Washington State Enhanced 9-1-1 Office  
at 1-800-562-6108  
or visit our Web site at: [www.emd.wa.gov](http://www.emd.wa.gov)



**Washington Military Department**  
**Emergency Management Division**

Enhanced 9-1-1 Program  
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Accidental 9-1-1 calls occur so often they are overloading Washington's 9-1-1 phone system. A 2004 survey of Washington's counties indicated that one-half of all 9-1-1 cell phone calls made were accidentally dialed.

#### THE SOLUTION

## IT'S AS EASY AS 1. 2. 3.

Help prevent this growing crisis. Eliminate misdialing by following three easy steps:

- 1 LOCK YOUR KEYPAD.** Refer to your phone's user manual for instructions.
- 2 TURN OFF THE 9-1-1 AUTO-DIAL FEATURE.** Not all cell phones have this feature.
- 3 DO NOT PROGRAM 9-1-1 INTO THE SPEED DIAL.**

If you do accidentally dial 9-1-1, stay on the phone. Tell the 9-1-1 operator that your call is a misdial before you hang up.

Do your part. Be an informed cell phone user. Free up 9-1-1 phone lines for real-life police, fire or medical emergencies.

With these simple steps, the life or property you save may be your own.

## Cell Phone ABCs for 9-1-1 Calls

***Cell (cellular) phones are an important public safety tool, but they also create challenges for public safety and emergency responders.***

Since 9-1-1 calls made on cell phones **may not** automatically provide the 9-1-1 operator your phone number and approximate location, **be ready** to provide this critical information.



If you are in an area where your cell phone is searching or scanning for a signal, or there is no signal, your 9-1-1 call **may not go through**. If this happens, either move for a better signal or find the nearest telephone and call for help.

### It is important for cell phone users calling 9-1-1 to remember some basic ABCs:

**A** Always be **Aware** of your surroundings. Tell the 9-1-1 operator the location of the emergency. Provide landmarks such as cross streets and mileposts.

**B** **Be prepared**. Memorize the cell phone number so it can be readily given to the 9-1-1 operator when asked.

**C** Stay **Connected**. Do not hang up until told to do so. If you should get disconnected, call the 9-1-1 operator back.